

## RATES AND CHARGES FOR USING AN OPERATOR'S SERVICE WITHIN ILLINOIS

» Operator-Assisted Person-to-Person Calls      » Credit Card Calls      » Collect Calls      » Third-Number Billed Calls      » Coin Calls

Using the following information, you can determine the maximum rates you can be charged for **Intrastate** (*made from one location in Illinois to another location in Illinois*) operator-assisted calls.

The **maximum rates per minute** for intrastate calls are shown in the table on the back of this card.

The **maximum surcharges** for making operator-assisted calls are:

[Effective 1/1/2011]

Dial	Operator	Type of Call	Max. Cost
0+ number	Live or Automated	Collect, Credit Card, 3rd-number billed, Coin Deposit	\$3.41
0	Live	Collect, Credit Card, 3rd-number billed, Coin Deposit	\$5.11
0+ number	Live or Automated	Person-to-person: Credit Card	\$6.13
0+ number	Live or Automated	Person-to-person: Collect, 3rd-number billed, Coin Deposit	\$6.13
0	Live	Person-to-person: Collect, 3rd-number billed, Coin Deposit	\$7.86

### What Can I do If I Have Been Overcharge?

- ⇒ If you have been overcharged, call the telephone company or its billing agent identified on your bill.
- ⇒ If the company is unable to assist you, send a copy of your bill and a letter explaining your position to the Illinois Commerce Commission's Consumer Services Division. In your letter, please explain how you made the call so we can determine the appropriate surcharge.



**Note:** The rates and surcharges are reviewed annually and may change each January.



Illinois Commerce Commission  
Consumer Services Division  
527 East Capitol Avenue  
Springfield, Illinois 62701

### What can the telephone company charge?

The **maximum** rates per minute are:

[Effective 1/1/2011]

Rate Miles	First Minute	Each Add'l Minute
1-10	\$0.2903	\$0.2563
11-22	\$0.3074	\$0.2903
23-55	\$0.3247	\$0.3074
56-124	\$0.3587	\$0.3415
125-292	\$0.3926	\$0.3756
293 +	\$0.4100	\$0.3928

**Have I Been Overcharged?** You have been overcharged **only** if you are billed at a higher rate than that stated by the operator or if you were billed more than the maximum rates established by the Commission.